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## Customer Support Resume

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### Job Objective

Seeking a position as Customer Support in a reputable company that permits me to utilize my education and training for the development of the company.

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### Summary of Qualifications:

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- Hands-on experience as front-line customer support
  - Profound knowledge of call center operations and best practices
  - Extensive knowledge of Microsoft Office programs and databases
  - Exceptional ability to work without direction and daily supervision
  - Immense ability to perform multiple tasks at the same time sometimes under stressful situations
  - Excellent problem solving and organizational skills
  - Uncommon ability to learn and utilize software programs
  - Excellent ability to communicate well with customers, referral sources and Branch employees
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### Work Experience:

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Customer Support, August 2005 – Present  
Goodrich Corporation, Saint Louis, MO

- Actively lead the customer efforts for current and future customer support related products.
- Defined and executed a customer support plan, online and live support strategies.
- Analyzed quality of service metrics and ensured the overall quality of the customer experience.
- Performed installation of equipment with new features at customer's location, unloaded components and inspected for damage.
- Recommended design changes and substitution of materials when appropriate.
- Evaluated and diagnosed problems and made appropriate repairs.
- Collaborated with co-workers, customer and field support in isolating and solving problems.

Customer Support, May 2000 – July 2005  
Crestron Electronics, Saint Louis, MO

- Maintained and analyzed equipment on a daily basis to improve functionality and prevent problems.
  - Trained customers in use and routine maintenance of equipment.
  - Answered customer questions and assist customers in a professional manner.
  - Recommended changes in user procedures and supervised users to take appropriate action to correct malfunctions.
  - Conducted administrative and coordination duties, including pass-downs, work orders, field service reports, system problem reports and monthly reports.
  - Prepared written technical reports on an independent basis.
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### Education:

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Bachelor Degree in Customer Service Management, Wittenberg University, Ohio, OH

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